

**NOTE: Appendix 9.G (budgets for all services); Appendix 9.I (UCM); and Appendix 9.L (Smart Goals template) have been uploaded to website so that they can be edited.**

Q1. Can you please provide the address on where to ship or hand deliver the proposal package for submittal on or before December 4 at 12:00 p.m.?

**Answer:** *Coastal Regional Commission  
Area Agency on Aging  
1181 Coastal Drive SW  
Darien, GA 31305*

Q2. Your RFP was written to secure the services of an “offeror” which will provide a comprehensive nutrition services program (e.g. nutrition education, assessment, outreach, etc.) within your PSA. As our company is strictly a food vendor which has the desire to provide the meal component only, can you advise me of the process or document that I should utilize to allow me to provide frozen home delivered meals under either the OAA or CCSP funding source.

**Answer:** *Unlike some of the other regions, Coastal doesn't offer a "region-wide" meals provider RFP/contract. However, this is not to say that you shouldn't submit a proposal for providing meals. Ideally, the successful offeror would be able to provide the comprehensive services as outlined in the RFP. Other service delivery methods may or may not be considered.*

Q3. On Column G of the PERSONNEL tab (Productive Hours), should I be representing the TOTAL HOURS for each employee as it relates to all operations.....OR should I only list the estimated Total Hours that each employee will be completing when working on tasks or providing services for the AAA grant?

**Answer:** *In Column G put all productive hours. For a full-time employee salaried staff use: 40 hours per week x 52 weeks per year = 2,080 hours minus holidays, proposed annual leave, and proposed sick leave = productive hours. For Direct Service staff enter the annual hours minus holidays, annual leave, sick, training, travel and admin = billable hours (units of direct service = one hour).*

*Under the columns for Service Category, you will enter the % of time staff is estimated to work for that service; or if it is in-home service, you will enter the number of billable hours that Direct Service employees are estimated to work. For example if you determine the total annual billable hours for CNAs are 2,000; and 460 hours is for Homemaker and 460 hours is for Personal Care, the other 1,080 hours (2,000 minus 460 x 2 = 1,080) will default in the spreadsheet to “All Other” and not be used in the calculation for unit costs.*

Q4. On the personnel spreadsheet, in Column H you are supposed to put % of staff time spent in administration. For my admin staff I assume I would put 100% in this column, but after reading the UCM Manual it states to put the % of staff time for each service as shown below:

## Caregiver - Respite Care In-Home - Ind

TOTAL		% OF	W & B
HOURS (Auto-populates)	Billable Hours (Direct Service Staff Only)	STAFF TIME (Enter % of staff time)	COST (Auto-populates)
24	0	5%	\$2,480
0	0	0%	\$0
78	0	30%	\$8,580
13413	13413	63%	\$12,923

My question is, do I need to put any % at all in the column shown above for admin staff? Should it be just 100% in column H? If I do need to put a % of Staff Time in the column above, how do I break that out? Do I just split it evenly? For example, I would do 25% General Admin, 25% Staff Time for Respite, 25% Staff Time for Homemaker, and 25% Staff Time for Personal Care.

**Answer:** For Admin Staff, enter the percent of time that will be spent performing work for Aging programs. If it is not 100% and nothing is entered in a specific service, the balance will default to the "All Other" column and not be calculated for unit costs. Any hours in the General Admin Column (H) flows into the Admin Cost Pool (Support section of the UCM) and allocates automatically based on modified total direct cost per service.

Q5. The CCSP RFP Scope of Service Page 21 item 13 says "Utilize Tailored Care (TCARE) assessment and referral process to offer additional supports to family caregivers providing care for clients served through CCSP." Isn't this the process at the AAA level; not the provider level?

**Answer:** Yes. This is a process at the AAA level. Item 13 has been deleted from the RFP and the corrected document is available online.

Q6. The due date time in the RFP document and Appendix 9 (j) Proposal Checklist are not the same. Which is the correct due date time?

**Answer:** The due date time listed in the RFP of each service document is the correct date/time. **Proposals are due December 4, 2015 at 12:00 p.m.** The Proposal Checklist has been corrected and updated.

Q7. Will the chosen Provider have the chance to change unit cost during the 4-year cycle?

**Answer:** Yes. Contracts are renewed annually. And a new budget/UCM must be completed as part of the renewal process.

Q8. Is the Needs Assessment information available?

**Answer:** Yes. The Needs Assessment can be found on the Coastal Regional Commission's website at <http://www.crc.ga.gov/departments/aaa/aaa.html>. The document is listed on the right hand side of the page under Publications.

Q9. Is the Needs Assessment a quantitative assessment?

**Answer:** Yes.

Q10. Are the Public Hearings broken out by service?

**Answer:** No. There are four Public Hearings scheduled throughout the region. (Please review the Schedule of Events listed in the RFP packet.)

Q11. Where can we find a list of Public Hearings?

**Answer:** See Q10.

Q12. What are the services up for bid?

**Answer:** All RFPs to provide services in Coastal region are located at the following website: <http://www.crc.ga.gov/departments/aaa/aaa.html> . Please review website for details.

Q13. What are the menu requirements for congregate and home delivered meals? How do menu requirements affect use of a sub-contractor for meals?

**Answer:** Please review the “Request for Proposal for Home & Community Based Services – Home delivered Meals and Congregate Meals Program” for program requirements. Program requirements can also be found on the Department of Human Services Online Directives Information System (ODIS) at the following link: <http://odis.dhs.ga.gov/ChooseCategory.aspx?cid=817>, specifically in Manual 5300 Non-Medicaid Home and Community Based Services, Section 200 General Service Requirements and Section 300 Individual Service Requirements.

Q14. Can you explain CCSP?

**Answer:** Please review the “Request for Proposal for Care Coordination for Community Care Services Program” for program requirements. Program requirements can also be found on the Department of Human Services Online Directives Information System (ODIS) at the following link: <http://odis.dhs.ga.gov/ChooseCategory.aspx?cid=966>

Q15. Does ELAP program have to be run by an attorney?

**Answer:** Please review the “Request for Proposal for the Elderly Legal Assistance Program (ELAP)” for program requirements. Program requirements can also be found on the Department of Human Services Online Directives Information System (ODIS) at the following link: <http://odis.dhs.ga.gov/ChooseCategory.aspx?cid=816>, specifically Manual 5200 Access to Services, Section 2000 Elderly Legal Assistance Program.

Q16. What is Mobile Adult Day Care?

**Answer:** Mobile Adult Day Care is an Adult Day Care program that operates less than five days per week. Please review the “Request for Proposal for Home & Community Based Services – Adult Day Care & Mobile Adult Day Care Programs” for program requirements. Program requirements can also be found on the Department of Human Services Online Directives Information System (ODIS) at the following link:

<http://odis.dhs.ga.gov/ChooseCategory.aspx?cid=817>, specifically in Manual 5300 Non-Medicaid Home and Community Based Services, Section 200 General Service Requirements and Section 300 Individual Service Requirements.

Q17. Is MFP for all counties? What are the services that are “one provider for all counties”?

**Answer:** *The RFP for MFP is for one provider to serve all counties. Other services that are “one provider for all counties” include: GaCares, Elderly Legal Assistance, and Care Coordination for CCSP.*

Q18. How many congregate meals are required to be served at a senior center per day?

**Answer:** *Please review the “Request for Proposal for Home & Community Based Services – Home delivered Meals and Congregate Meals Program” for program requirements. Program requirements can also be found on the Department of Human Services Online Directives Information System (ODIS) at the following link: <http://odis.dhs.ga.gov/ChooseCategory.aspx?cid=817>, specifically in Manual 5300 Non-Medicaid Home and Community Based Services, Section §206 Senior Center Requirements.*

Q19. How will providers receive referrals?

**Answer:** *Providers will receive client referrals from the AAA.*

Q20. What is the monitoring schedule?

**Answer:** *The AAA will conduct at least one annual on-site monitoring visit for all services and providers. Sufficient notice will be given prior to the on-site visit.*

Q21. In the bidders conference it was mentioned that each county will have its own budget. Does that mean a separate UCM per county is required with the proposal submittal?

**Answer:** *There are individual county budgets for congregate meals, home delivered meals, in-home services (homemaker, personal care, respite), and adult day care services. If you are bidding on the same service in multiple counties, there is no need to do a separate UCM.*

Q22. Regarding the Reciprocal Preference Law, page 2 of the Proposal Checklist under the Documentation list it reads: “Reciprocal Preference Law (OCGA 50-5-60(b) is provided.” Page 15 of the RFP states that this law won't apply for the purposes of the evaluation. Can you please clarify what we are to include in our proposal for this requirement?

**Answer:** *Please check this box on the Checklist, if your business entity wishes to identify under this particular law.*

*Most states, if not all, promote the health of the economy and job growth within that state's borders. If a business out of Georgia has such a rule on the books, then Georgia government projects reserve the right to give a preference to in-state businesses over businesses from a state where the state gives its own businesses preference over Georgia businesses. This does not mean that an out-of-state business cannot win the*

*bid (especially in border areas), just that their bid will have to be that much better to overcome in the inherent preference to promote businesses to open up shop in Georgia.*

*What is a Georgia business – it must have a brick-and-mortar place of business in Georgia (registered with Georgia Secretary of State) and at least one employee in Georgia – even if head-quartered in another state.*

Q23. Proposal Checklist: Listed under Documentation:

Minority Business Policy is included. Reciprocal Preference Law.

Where do you find these documents and are they required to be included in the package?

**Answer:** *Please check either or both of these box(es) if your business entity wishes to identify as Minority Business or considered under Reciprocal Preference Law.*

Q24. Should the Unit Cost in Appendix 9.G be equal to: Actual Cost Per Unit of Service or Potential Unit of Service? And should they be listed in the Budget Narrative?

**Answer:** *The unit cost entered in Appendix 9.G should be equal to actual cost per unit based on figures entered in the UCM. You may also include the unit cost in the budget narrative.*

Q25. What agency currently holds the contract for Money Follows The Person?

**Answer:** *MFP services are currently being provided by B&B Services.*

Q26. Can we apply for only the Transition Services under Vendor Management, or do we have to manage the entire program?

**Answer:** *No. The RFP for MFP requires an offeror to manage the entire program. Please review the “Request for Proposal for the Money Follows the Person Program” for program requirements. Program requirements can also be found on the Department of Human Services Online Directives Information System (ODIS) at the following link: <http://odis.dhs.ga.gov/ChooseCategory.aspx?cid=81>, specifically Manual 5200 Access to Services, Section 6000 Money Follows the Person.*

Q27. Were there any specs developed by your agency for this program?

**Answer:** *No. Please review the “Request for Proposal for the Money Follows the Person Program” for program requirements. Program requirements can also be found on the Department of Human Services Online Directives Information System (ODIS) at the following link: <http://odis.dhs.ga.gov/ChooseCategory.aspx?cid=81>, specifically Manual 5200 Access to Services, Section 6000 Money Follows the Person.*

Q28. If there are specs, where are they located and how can we access them?

**Answer:** *Please see Q27.*